

Fig.1
(PRIOR ART)

Customer has glass issue Customer or dealer contacts Guardian Retail Guardian authorized tech meets customer and evaluates glass to determine root cause Guardian orders glass **Defect** Yes through MOPAR, is assembly plant repairs glass and bills issue **DCX** NO 12 ٠6 13 Yes Guardian orders glass Defect Root cause through MOPAR, is glass supplier entered into DCX issue repairs glass warranty system NO .15 14 Defect is Guardian contracts to repair customer -Vehicle returned to glass with insurance or with responsible issue customer customer -No warranty Yes Claims data processed by Guardian Retail. DCX receives summary report of all claims turned away DCX receives one bill for 16 total claims monthly 9. Fig.2 DCX receives summary report on weekly and monthly basis detailing all claims

Inventor: BAKER et al. 9N 18/883,637/Sneet 2 of 2 Atty. Dkt.: 3691-368